

Families Creating Accounts in a New State

Before You Start

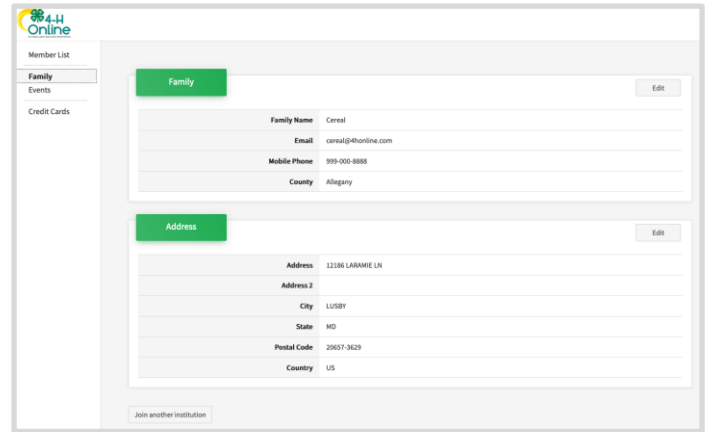
If a family logs in to their account and is signed into a different institution from what they prefer, they can choose to join another institution. Families may need to associate their account with a new state if they have moved or selected an incorrect institution at the time they created their account.

Steps

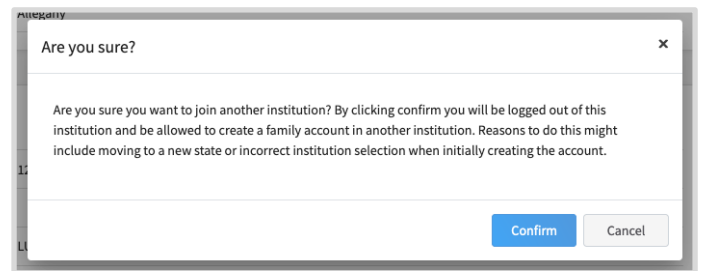
1. Login to your Family account.
2. Click on the Family Profile button.
3. Click "Join another institution" in the bottom left corner.

Screenshots

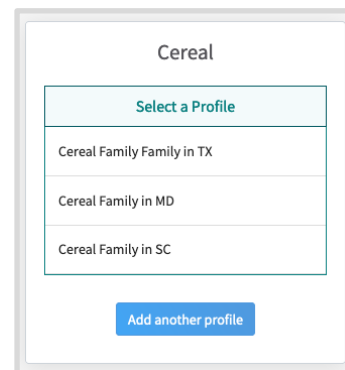
(Screen appearance may vary per state)



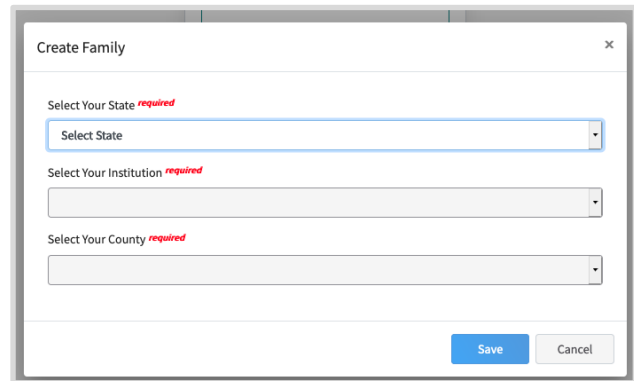
4. Click the Confirm button.



5. Click the blue "Add another profile button."



6. Select the new state, institution, and parish and click Save.
7. Continue with the enrollment process in the new state.



The screenshot shows a 'Create Family' dialog box with three dropdown menus. The first dropdown is labeled 'Select Your State' with a red asterisk and the word 'required' next to it. The second dropdown is labeled 'Select Your Institution' with a red asterisk and the word 'required' next to it. The third dropdown is labeled 'Select Your County' with a red asterisk and the word 'required' next to it. At the bottom right of the dialog box, there are two buttons: 'Save' (in blue) and 'Cancel' (in grey).

Tips

1. The family may use the same USPS address when creating an account in a new institution.
2. Families may quickly switch between their institutions by clicking on their name in the upper-right corner and selecting "Change Institution".